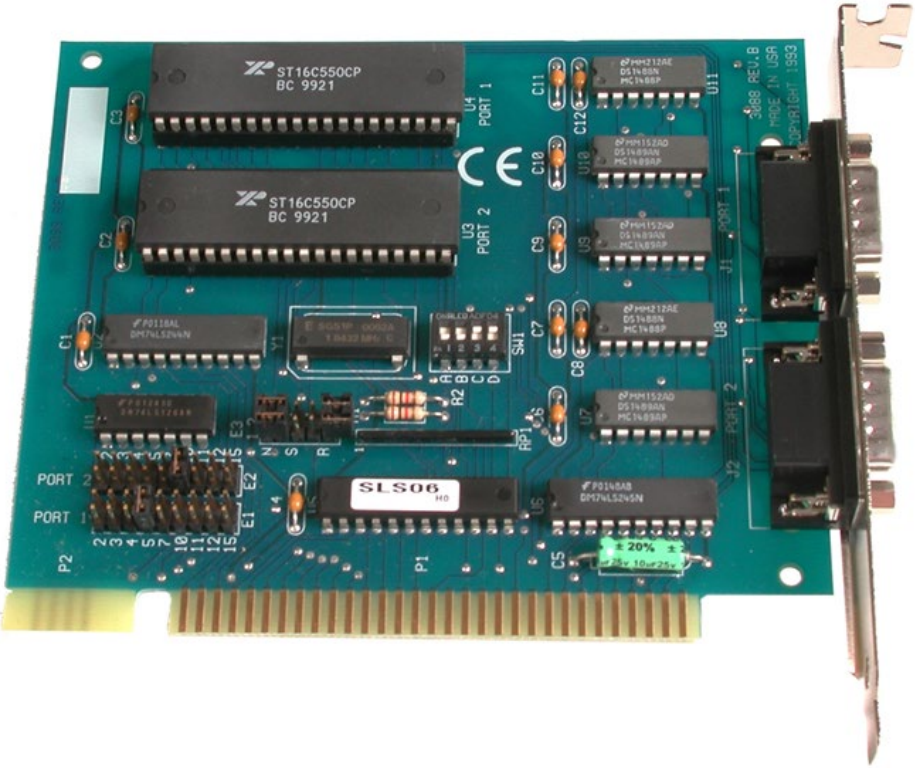


DUOCOM™

User Manual | 3088



SEALEVEL®

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Introduction

Overview

The Sealevel Systems DUOCOM: provides the PC with 2 Asynchronous serial ports providing a versatile interface for common RS-232 needs (i.e., modem, mouse, and plotters).

Before You Get Started

What's Included

The DUOCOM is shipped with the following items. If any of these items are missing or damaged, please contact Sealevel for replacement.

- **DUOCOM Serial I/O Adapter**

Advisory Conventions



Warning

The highest level of importance used to stress a condition where damage could result to the product, or the user could suffer serious injury.



Important

The middle level of importance used to highlight information that might not seem obvious or a situation that could cause the product to fail.



Note

The lowest level of importance used to provide background information, additional tips, or other non-critical facts that will not affect the use of the product.

Factory Default Settings

The DUOCOM factory default settings are as follows:

Port #	Base Address	IRQ
Port 1	280	5
Port 2	288	10

To install the DUOCOM using factory default settings, refer to Installation.

For your reference, record installed DUOCOM settings below:

Port #	Base Address	IRQ

Card Setup

The DUOCOM contains several jumper straps that must be set for proper operation.

Address Selection

Each serial port on the DUOCOM: occupies eight consecutive I/O locations and looks to the PC as a standard serial port. A DIP switch (SW1) is used to set the port address options for the DUOCOM:. Be careful when selecting the port addresses as some selections may conflict with existing ports. The following table shows the addressing options available with the standard PAL. If you do not see an address option that suits your needs, please contact Sealevel Systems Technical Support about a custom PAL option.

Port1 J2	Port2 J3	SW1 1	SW1 2	SW1 3	SW1 4
3F8	2F8	On	On	On	Off
3E8	2E8	On	On	Off	On
2F8	2E8	On	On	Off	Off
2F8	3E8	On	Off	On	On
3220	3228	On	Off	On	Off
4220	4228	On	Off	Off	On
5220	5228	On	Off	Off	Off
5220	4220	Off	On	On	On
280	290	Off	On	On	Off
300	308	Off	On	Off	On
310	318	Off	On	Off	Off
280	288	Off	Off	On	On
290	298	Off	Off	On	Off
300	280	Off	Off	Off	On
Disabled	Disabled	Off	Off	Off	Off

Figure 1 - Address Selection Table



Each COM: port in your system should have a unique address. Typically, COM1: - COM4: addresses are 3F8, 2F8, 3E8 & 2E8 Hex. If a COM1: & COM2: are already present, use the second addressing option, this will provide the typical addresses for COM3: & COM4:

Refer to [Appendix A](#) for common address contentions.

IRQ Selection

Headers E1 and E2 select the interrupt request for each serial port (E1 - Port 1, E2 - Port 2). If COM1: is selected, the corresponding jumper must be on the IRQ4 setting. If COM2: is selected, the corresponding jumper must be on IRQ3.



Most communications software applications default COM3: to IRQ4 and COM4: to IRQ3. This requires the sharing of interrupts between COM1: and COM3:, and between COM2: and COM4:. While this is the default, it is not always the preferred setting. Check your software configuration instructions to determine the most appropriate IRQ selection.

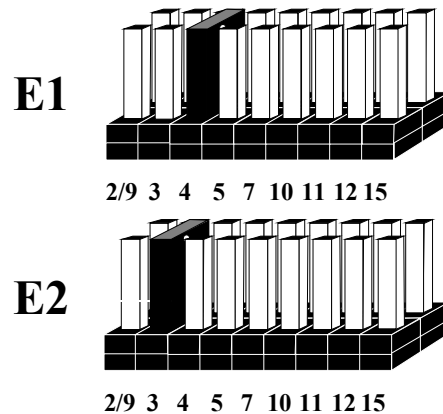


Figure 2 - Header E1 and E2, IRQ Selection

Any two or more ports can share a common IRQ by placing the jumpers on the same IRQ setting and setting the appropriate selections at E3. Consult your particular software for IRQ selection. If no interrupt is desired, remove the jumper.

Interrupt Modes

Header E3 selects the interrupt mode for each port. Each port must be set in the correct mode to insure proper installation.

'**N**' indicates the (**N**)ormal, single interrupt per port mode. '**S**' Indicates the (**S**)hared interrupt mode, which allows more than one port to access a single IRQ. Any two or more ports can share a common IRQ by placing the jumpers on the same IRQ setting and setting the appropriate selections at E1. Consult your particular software for IRQ selection. If no interrupt is desired, remove the jumper. '**R**' indicates the inclusion of a 1K ohm pull-down resistor required on one port when sharing interrupts.

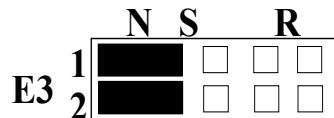


Figure 3 - Header E3, Normal IRQ Mode

Set the jumpers to '**S**' for shared interrupt mode on all blocks sharing an IRQ. Also set one block for '**R**.' This provides the pull-down resistor circuit that makes sharing of IRQs possible. If you are using more than one **DUOCOM**: or a compatible adapter in a bus you should only have one port set to '**R**.' The following example shows both ports sharing a single IRQ.

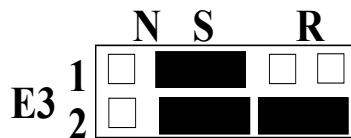


Figure 4 - Header E3, Shared IRQ Mode

Set the jumper to '**S**' if you are using more than one DUOCOM: in a bus or you wish to completely remove the pull-down resistor for hardware compatibility. Setting the adapter in this configuration when it is not accompanied by a pull-down resistor will prevent the ports from triggering an interrupt.

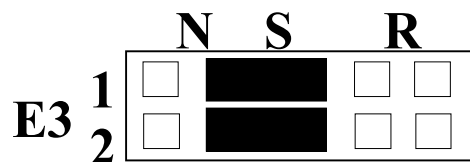


Figure 5 - Header E3, Sharing IRQ's with another adapter

Installation

Operating System Installation

For Windows Users



Do not install the Adapter in the machine until the software has been fully installed.



Only users running Windows 7 or newer should utilize these instructions for accessing and installing the appropriate driver via Sealevel's website. If you are utilizing an operating system prior to Windows 7, please contact Sealevel by calling 864.843.4343 or emailing support@sealevel.com to receive access to the proper driver download and installation instructions.

Begin by locating, selecting, and installing the correct software from the [Sealevel software driver database](#).

1. Select the Part Number (3088) for your device from the listing.
2. Click 'Download Now' for the version of SeaCOM compatible with your system.
3. The setup file will automatically detect the operating environment and install the proper components. Follow the information presented on the installation screens that follow.
4. A screen may appear with the declaration: "The publisher cannot be determined due to the problems below: Authenticode signature not found." Please select the 'Yes' button and proceed with the installation. This declaration simply means that the Operating System is not aware of the driver being loaded. It will not cause any harm to your system.
5. During setup, you may specify installation directories and other preferred configurations. This program also adds entries to the system registry that are necessary for specifying the operating parameters for each driver. An uninstall option is included to remove the driver and all registry/INI file entries from your system.
6. Proceed with the physical installation of your SeaLINK USB serial adapter.



Windows NT is not USB aware and thus cannot support this device.

System Installation

The DUOCOM: can be installed in any of the PC expansion slots, but to access the 'AT' or (E)ISA IRQs (10 - 15) it must be installed in one of the 16 bit slots. The DUOCOM: contains several jumper straps for each port which must be set for proper operation prior to installing the adapter into the computer.

1. Turn off PC power. Disconnect the power cord.
2. Remove the PC case cover.
3. Locate an available slot and remove the blank metal slot cover.
4. Gently insert the DUOCOM: into the slot. Make sure that the adapter is seated properly.
5. Replace the screw.
6. Replace the cover.
7. Connect the power cord.

Installation is complete.

Technical Description

The DUOCOM: utilizes the 16550 UART. This chip features programmable baud rate, data format, interrupt control and a 16 byte input and output FIFO. Also available as an option is the 16C650 UART that provides a deeper FIFO (32 bytes) and enhanced clocking features.

Features

- Addressable as COM1: - COM4: and other selectable address combinations.
- 'Shareable' IRQs allow more than one port to share a single IRQ.
- IRQs 2-5, 7, 10, 11, 12, 15 supported.

Connector Pin Assignments (DB9 Male)

Signal	Name	Pin #	Mode
TD	Transmit Data	3	Output
RTS	Request To Send	7	Output
DTR	Data Term Ready	4	Output
GND	Ground	5	
RD	Receive Data	2	Input
DCD	Data Carrier Detect	1	Input
DSR	Data Set Ready	6	Input
CTS	Clear To Send	8	Input
RI	Ring Indicator	9	Input



These assignments meet EIA/TIA/ANSI-574 DTE for DB-9 type connectors.



Please terminate any control signals that are not going to be used. The most common way to do this is connect RTS to CTS and RI. Also, connect DCD to DTR and DSR. Terminating these pins, if not used, will help insure you get the best performance from your adapter.

Specifications

Environmental Specifications

Specification	Operating	Storage
Temperature Range	0° to 50° C (32° to 122° F)	-20° to 70° C (-4° to 158° F)
Humidity Range	10 to 90% R.H. Non-Condensing	10 to 90% R.H. Non-Condensing

Manufacturing

All Sealevel Systems Printed Circuit boards are built to UL 94V0 rating and are 100% electrically tested. These printed circuit boards are solder mask over bare copper or solder mask over tin nickel.

Power Consumption

Supply line	+12 VDC	-12 VDC	+5 VDC
Rating	50 mA	50 mA	195 mA

Mean Time Between Failures (MTBF)

Greater than 150,000 hours. (Calculated)

Physical Dimensions

Board length	5.4 inches (13.72 cm)
Board height including Goldfingers	3.5 inches (8.89 cm)
Board height excluding Goldfingers	3.2 inches (8.13 cm)

Appendix A – Troubleshooting

Serial Utility test software is supplied with the Sealevel Systems adapter and will be used in the troubleshooting procedures. By using this software and following these simple steps, most common problems can be eliminated without the need to call Technical Support.

1. Identify all I/O adapters currently installed in your system. This includes your on-board serial ports, controller cards, sound cards etc. The I/O addresses used by these adapters, as well as the IRQ (if any) should be identified.
2. Configure your Sealevel Systems adapter so that there is no conflict with currently installed adapters. No two adapters can occupy the same I/O address.
3. Make sure the Sealevel Systems adapter is using a unique IRQ The IRQ is typically selected via an on-board header block. Refer to the section on Card Setup for help in choosing an I/O address and IRQ.
4. Make sure the Sealevel Systems adapter is securely installed in a motherboard slot.
5. When running DOS, Windows 3.x or other operating systems refer to the Serial Utilities software for that operating system and the User Manual to verify that the Sealevel Systems adapter is configured correctly. The supplied software contains a diagnostic program 'SSD' that runs under DOS and will verify if an adapter is configured properly. This diagnostic program is written with the user in mind and is easy to use. Refer to the DIAG.txt file in the dos\diag directory for detailed instructions on using 'SSD'.
6. For Windows 95/98 and Windows NT, the diagnostic tool 'WinSSD' is installed in the Sealevel folder on the Start Menu during the setup process. First find the ports using the Device Manager, then use 'WinSSD' to verify that the ports are functional.
7. Always use the Sealevel Systems diagnostic software when troubleshooting a problem. This will help eliminate any software issues and identify any hardware conflicts.
8. The following are known I/O conflicts:
 - The 278 and 378 settings may conflict with your printer I/O adapter.
 - 3B0 cannot be used if a Monochrome adapter is installed.
 - 3F8-3FF is typically reserved for COM1:
 - 2F8-2FF is typically reserved for COM2:
 - 3E8-3EF is typically reserved for COM3:
 - 2E8-2EF is typically reserved for COM4:

If these steps do not solve your problem, please call Sealevel Systems' Technical Support, (864) 843-4343. Our technical support is free and available from 8:00 AM to 5:00 PM Eastern Time Monday through Friday. For email support contact support@sealevel.com.

Appendix B – How To Get Assistance

Please refer to Troubleshooting Guide prior to calling Technical Support.

1. Begin by reading through the Troubleshooting Guide in [Appendix A](#). If assistance is still needed please see below.
2. When calling for technical assistance, please have your user manual and current adapter settings. If possible, please have the adapter installed in a computer ready to run diagnostics.
3. Sealevel Systems provides an FAQ section on its web site. Please refer to this to answer many common questions. This section can be found at <http://www.sealevel.com/faq.htm> .
4. Sealevel Systems maintains a Home page on the Internet. Our home page address is www.sealevel.com. The latest software updates, and newest manuals are available via our FTP site that can be accessed from our home page.
5. Technical support is available Monday to Friday from 8:00 a.m. to 5:00 p.m. eastern time. Technical support can be reached at (864) 843-4343. For email support contact support@sealevel.com.

RETURN AUTHORIZATION MUST BE OBTAINED FROM SEALEVEL SYSTEMS BEFORE RETURNED MERCHANDISE WILL BE ACCEPTED. AUTHORIZATION CAN BE OBTAINED BY CALLING SEALEVEL SYSTEMS AND REQUESTING A RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER.

Appendix C – Electrical Interface

RS-232

Quite possibly the most widely used communication standard is RS-232. This implementation has been defined and revised several times and is often referred to as RS-232 or EIA/TIA-232. The IBM PC computer defined the RS-232 port on a 9 pin D sub connector and subsequently the EIA/TIA approved this implementation as the EIA/TIA-574 standard. This standard is defined as the *9-Position Non-Synchronous Interface between Data Terminal Equipment and Data Circuit-Terminating Equipment Employing Serial Binary Data Interchange*. Both implementations are in widespread use and will be referred to as RS-232 in this document. RS-232 is capable of operating at data rates up to 20 Kbps at distances less than 50 ft. The absolute maximum data rate may vary due to line conditions and cable lengths. RS-232 is a single ended or unbalanced interface, meaning that a single electrical signal is compared to a common signal (ground) to determine binary logic states. The RS-232 and the EIA/TIA-574 specification define two types of interface circuits, Data Terminal Equipment (DTE) and Data Circuit-Terminating Equipment (DCE). The DUOCOM: is a DTE device.

Appendix D – Asynchronous Communications

Serial data communications implies that individual bits of a character are transmitted consecutively to a receiver that assembles the bits back into a character. Data rate, error checking, handshaking, and character framing (start/stop bits) are pre-defined and must correspond at both the transmitting and receiving ends.

Asynchronous communications is the standard means of serial data communication for PC compatibles and PS/2 computers. The original PC was equipped with a communication or COM: port that was designed around an 8250 Universal Asynchronous Receiver Transmitter (UART). This device allows asynchronous serial data to be transferred through a simple and straightforward programming interface. A start bit, followed by a pre-defined number of data bits (5, 6, 7, or 8) defines character boundaries for asynchronous communications. The end of the character is defined by the transmission of a pre-defined number of stop bits (usually 1, 1.5 or 2). An extra bit used for error detection is often appended before the stop bits.

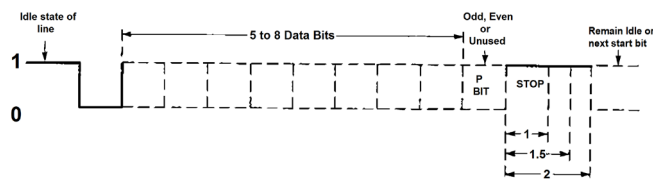
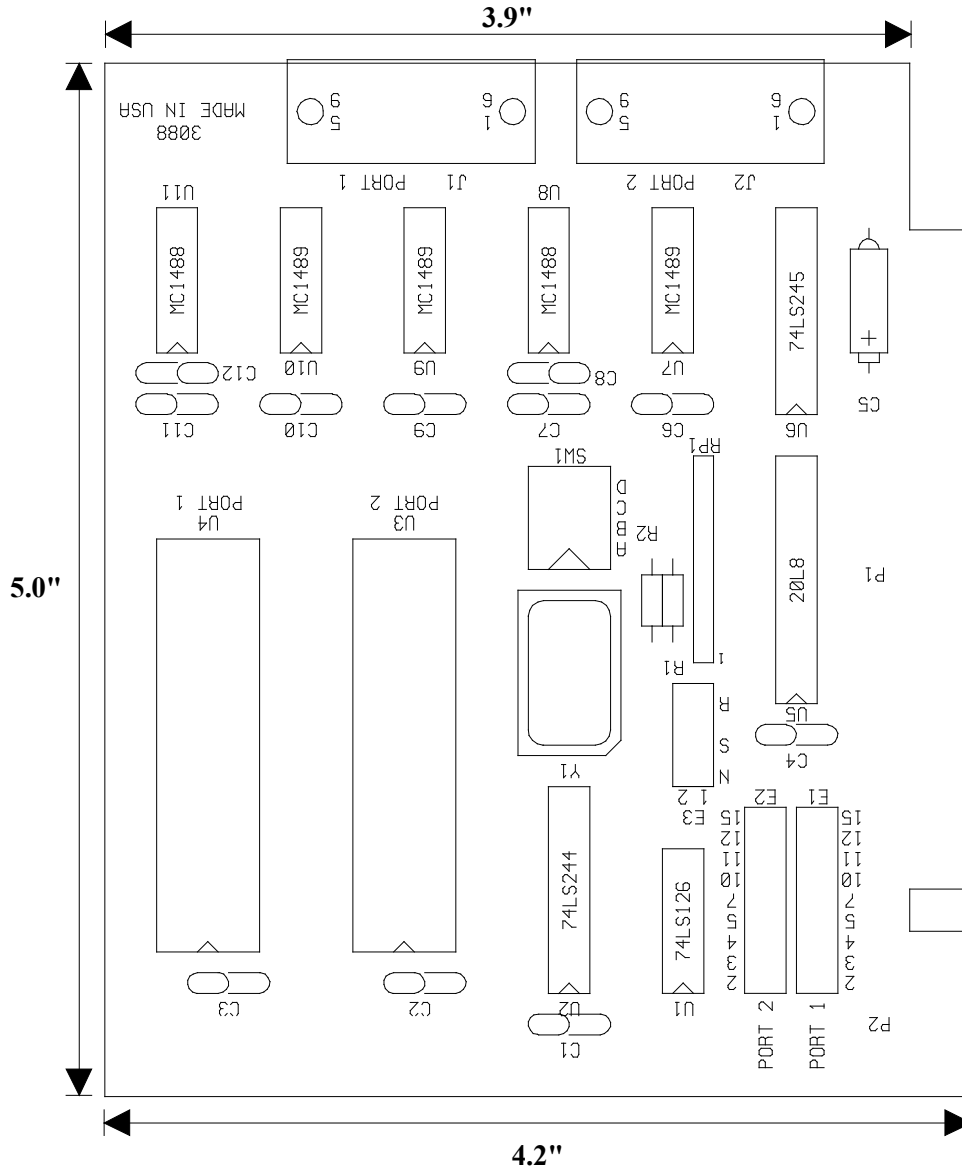


Figure 6 - Asynchronous Communications Bit Diagram

This special bit is called the parity bit. Parity is a simple method of determining if a data bit has been lost or corrupted during transmission. There are several methods for implementing a parity check to guard against data corruption. Common methods are called (E)ven Parity or (O)dd Parity. Sometimes parity is not used to detect errors on the data stream. This is referred to as (N)o parity. Because each bit in asynchronous communications is sent consecutively, it is easy to generalize asynchronous communications by stating that each character is wrapped (framed) by pre-defined bits to mark the beginning and end of the serial transmission of the character. The data rate and communication parameters for asynchronous communications have to be the same at both the transmitting and receiving ends. The communication parameters are baud rate, parity, number of data bits per character, and stop bits (i.e., 9600, N, 8, 1).

Appendix E – Silk-Screen



Appendix F – Compliance Notices



Federal Communications Commission (FCC) Statement

This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



EMC Directive Statement

Products bearing the CE Label fulfill the requirements of the EMC directive (89/336/EEC) and of the low-voltage directive (73/23/EEC) issued by the European Commission. To obey these directives, the following European standards must be met:

- **EN55022 Class B** - “Limits and methods of measurement of radio interference characteristics of information technology equipment”
- **EN55024** – “Information technology equipment Immunity characteristics Limits and methods of measurement”.



Always use cabling provided with this product if possible. If no cable is provided or if an alternate cable is required, use high quality shielded cabling to maintain compliance with FCC/EMC directives.

Caution

Sealevel Systems, Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution of attachment of connecting cables and equipment other than those specified by Sealevel Systems. Such unauthorized modifications, substitutions, or attachments may void the user's authority to operate the equipment. The correction of interference caused by such unauthorized modifications, substitutions, or attachments will be the responsibility of the user.

Always use cabling provided with this product if possible. If no cable is provided or if an alternate cable is required, use high quality shielded cabling to maintain compliance with FCC directives.

Canadian Radio Interference Regulations

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet Appareil numérique de la classe B respecte toutes les exigences de Règlement sur le matériel du Canada.

Warranty

Sealevel's commitment to providing the best I/O solutions is reflected in the Lifetime Warranty that is standard on all Sealevel manufactured I/O products. We are able to offer this warranty due to our control of manufacturing quality and the historically high reliability of our products in the field. Sealevel products are designed and manufactured at its Liberty, South Carolina facility, allowing direct control over product development, production, burn-in and testing. Sealevel achieved ISO-9001:2015 certification in 2018.

Warranty Policy

Sealevel Systems, Inc. (hereafter "Sealevel") warrants that the Product shall conform to and perform in accordance with published technical specifications and shall be free of defects in materials and workmanship for the warranty period. In the event of failure, Sealevel will repair or replace the product at Sealevel's sole discretion. Failures resulting from misapplication or misuse of the Product, failure to adhere to any specifications or instructions, or failure resulting from neglect, abuse, accidents, or acts of nature are not covered under this warranty.

Warranty service may be obtained by delivering the Product to Sealevel and providing proof of purchase. Customer agrees to ensure the Product or assume the risk of loss or damage in transit, to prepay shipping charges to Sealevel, and to use the original shipping container or equivalent. Warranty is valid only for original purchaser and is not transferable.

This warranty applies to Sealevel manufactured Product. Product purchased through Sealevel but manufactured by a third party will retain the original manufacturer's warranty.

Non-Warranty Repair/Retest

Products returned due to damage or misuse and Products retested with no problem found are subject to repair/retest charges. A purchase order or credit card number and authorization must be provided in order to obtain an RMA (Return Merchandise Authorization) number prior to returning Product.

How to obtain an RMA (Return Merchandise Authorization)

If you need to return a product for warranty or non-warranty repair, you must first obtain an RMA number. Please contact Sealevel Systems, Inc. Technical Support for assistance:

Available	Monday – Friday, 8:00AM to 5:00PM EST
Phone	864-843-4343
Email	support@sealevel.com

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